

LGCSB - Letter Report

MS Ref No: <input type="text"/>	Agent: <input type="text"/>	QC: <input type="text"/>	DE: <input type="text"/>
Site Contacted: <input type="text"/>			
Site Ref No: <input type="text"/>	Council Code: <input type="text"/>	Dept: <input type="text"/>	

Section A: Response Time

Date of Posting / / Date of Response / / Date Received / /

1. Speed of response 3 days or less
(Days excluding weekends unless it arrives on a Saturday from the day following the day of posting, so the earliest feasible reply assuming First Class post each way is 2 days.) 4-5 days
 6-10 days
 11 or more days
2. Number of days:
3. Was mail received intact & unopened? Yes No

Section B: Content

1. Was your query answered fully?
 Fully Partially Not at all
2. Were you given name, title and telephone number of the sender? Yes No
3. Were leaflets or other literature enclosed/attached? *(Not scored)* Yes No
4. If Yes was this informative/helpful? Yes No
5. Was the information clear and free of jargon? Yes No
6. Was the response written in plain English? Yes No

Comments

Section C: Quality

1. Did the envelope look professional? Yes No
2. Was the envelope
 White DL (oblong) Brown DL (oblong)
 White C4 (A4) Brown C4 (A4)
 White C5 (half A4) Brown C5 (half A4)
 Other (describe)
3. Was the address
 Typed (on envelope) Handwritten (on envelope)
 Typed (window env) Handwritten (window env)
4. Was letterhead paper used? Yes No
5. Was the name and address correct? Yes No
6. Was the layout professional? Yes No
7. Was the layout attractive? Yes No
8. Was the tone of the response friendly? Yes No
9. Was the tone of the response courteous? Yes No

Comments